# Assessor-Tax System
Certificate of Correction Automation
Information Sheet

Overview

Automating the process of issuing Certificates of Correction in the Assessor-Tax System meets a business need for the Assessor and Collector of Revenue. Certificates of Correction are adjustments made to Real Estate, Personal Property, and Motor Vehicle assessments. Corrections are made for several reasons defined by state statute including correction of clerical omission/mistake, Veteran having disability rating, abatement on proof of exempt status ; Certificate of Occupancy.
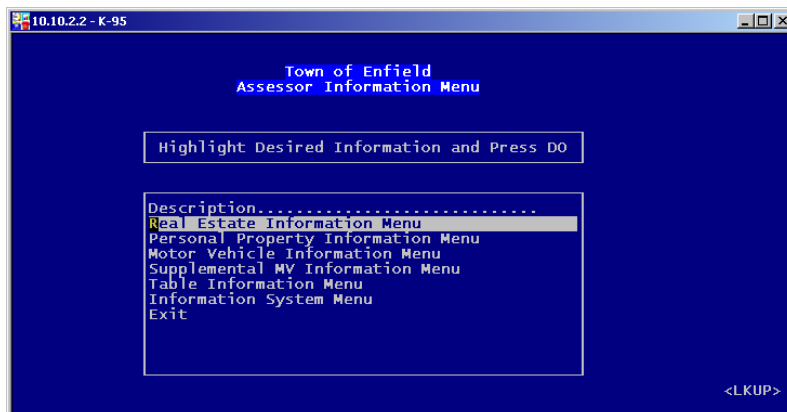
The automated process of issuing Certificates of Correction benefits the Assessor and Collector of Revenue by utilizing standard, electronic calculation, making immediate transfer of information between the divisions possible, as well as providing historical information electronically. This process benefits the Tax Payer by enabling the Assessor and Collector of Revenue to process changes to their accounts accurately, efficiently and in a timely manner.

Collaboratively, the Information Technology Department and the Finance Department/Divisions researched the manual process and planned and integrated the automation of this complex, rule-based process into the Town's enterprise system.

Highlights

Assessor

- State of Connecticut Certificate of Correction and Motor Vehicle Tax Credit forms are filled out electronically by Assessor Staff. A Motor Vehicle Tax Credit is issued when property is sold, destroyed, stolen, registered in another state or a correction is received from the DMV. This replaces the manual process of filling out the forms with account and owner information and calculating assessment changes.
- All calculations are done electronically. This includes changes to assessment amounts, Motor Vehicle tax credits, pro-rated Real Estate assessments and their associated tax amount changes.
- Historical finalized Grand List information is available to staff electronically for viewing. Ten years of finalized Grand List information is available to the application and this will be increased to fifteen years.
- A detailed history of all changes is available to staff electronically.
- Detailed historical change information provides the Assessor with the necessary information to compile State required reports electronically.
- Add-On account information can be easily printed for inclusion in the bound Grand List books.
- Changes can be authorized in batches or individually.
- Authorized changes are automatically moved to the Collector of Revenue making it possible for the changes to be posted immediately.

- Integrated security management is implemented.
- Data integrity is maintained throughout the application with the use of business rules.
- Rules are enforced programmatically. Error checking prevents entry of invalid data.

Collector of Revenue
- Certificate of Corrections and Motor Vehicle Tax Credits are received from the Assessor electronically. This replaces the manual process of inputting information from a paper form into the computer.
- All tax amount changes are calculated electronically.
- Assessment changes and tax amount changes can not be changed manually. Everything must be posted as authorized by the Assessor.
- Changes can be posted in batches or individually.
- Changes to accounts no longer on-line can now be posted.   When an account is paid in full, it is removed from the delinquent tax file.   When corrections are required, accounts are automatically re-instated and the corrections are applied.
- Tax refunds are now tracked on the delinquent tax file.
- Historical finalized Grand List information is available electronically for viewing.
- A detailed history of all changes is available electronically starting from the date of implementation.

Interaction with Other Systems
- To insure that all changes to Grand Lists are tracked, interfaces have been written for the Board of Assessment Appeals, Elderly Tax Credits, Grand List Finalization, State reporting and Fiscal Year turnover processing.
- The Assessor application is located on the Town Information System where access is controlled at the user level.

Project Details

- IT Project Number: 03-5
- Finalization/Delivery Date: May 1, 2004